





Equipment Needed

- Two (2) Workstations
 - Display of Hands-On Training PowerPoint
 - MOWINS and WIC Direct Tasks
- One (1) eWIC Card
- Signature Pad
- Card Reader/Writer
- Printer









Instructions

- Each step in this training is to provide understanding and guidance on how to do eWIC processes
- Staff should <u>not</u> jump ahead and will need to follow the instructions as directed
- Should a step be completed without given direction, then these instructions will not provide the optimal training experience









Step 1

• Connect the card reader/writer and the signature pad to the workstation







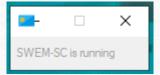




• Double-click on the SWEM-SC Icon located on the workstation desktop



• Verify that the workstation informs you that the SWEM-SC is running











• The message on the reader/writer device should say "Please Insert card!"











Problem Shooting Option #1

- Option 1:
 - Close down the SWEM-SC
 - Unplug the card reader/writer from workstation
 - Plug the card reader/writer back in to the workstation
 - Turn on the SWEM-SC



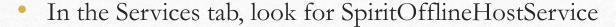






Problem Shooting Option #2

- Option 2:
 - Go to Task Manager



- If the Services tab does not appear, click on 'More details'
- Verify that SpiritOfflineHostService is 'Running'
 - The service should not be 'Stopped'



Task Manager

Lock all taskbars

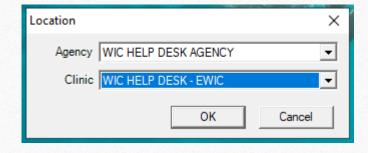








- Sign into MOWINS
- Select the following:
 - WIC HELP DESK AGENCY
 - WIC HELP DESK EWIC
- A Reset/Update may be required for the Agency to appear



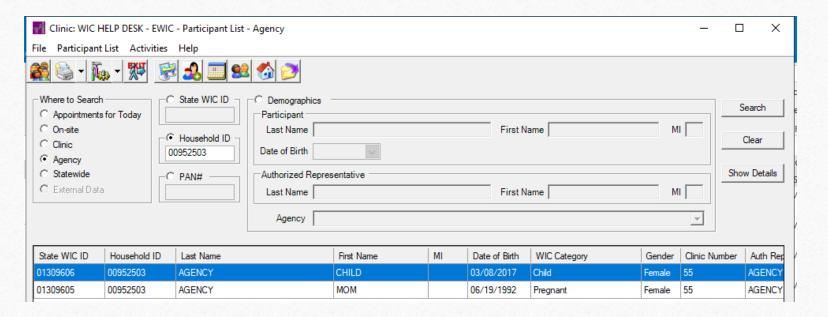








• Locate the household that has been created for your clinic





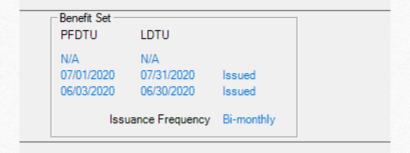






HOUSEHOLD BACKGROUND

- The household will consist of a mom and a child
- One of the participants in the household has been issued checks for the current month



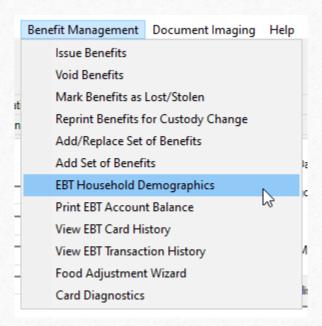








- Go to Benefit Management menu
- Select 'EBT Household Demographics'











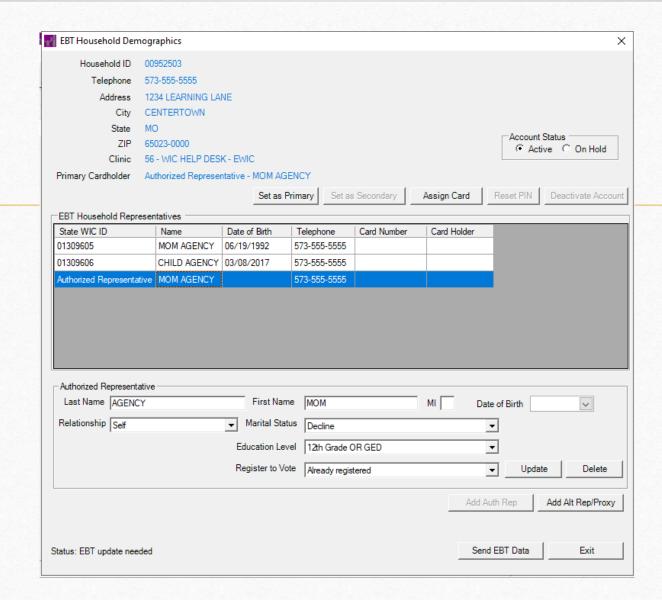
- Highlight the individual who will be the primary cardholder
 - Enter in all required information on the individual
 - As a reminder, to save information entered, you will need to click the 'Update' button
 - Select 'Set as Primary'















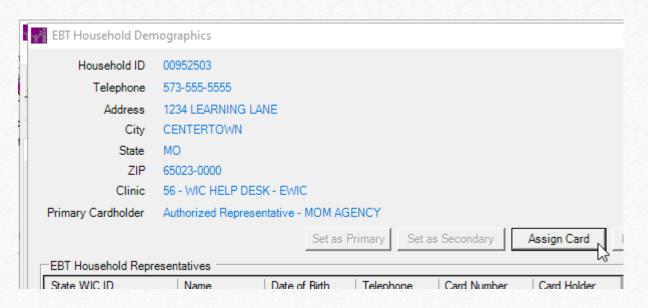




• Once the primary cardholder has been identified, click on the 'Assign Card'

button

Click 'Assign Card'



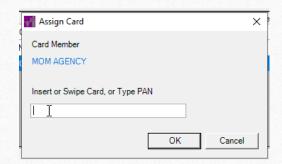




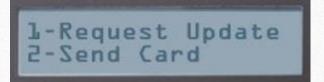




- Assigning a card can be completed in two ways
 - 1st Type in the card number
 - 2nd Insert card into card reader/writer
 - Select '2 Send Card'



- ** Be sure cursor is in the field where you want the card number to populate
- ** Notice there is no prompt for a PIN



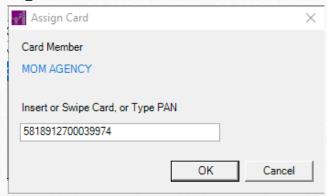








• Once card number has populated into this field, select 'OK'



** Be sure to update your card inventory tracking sheet









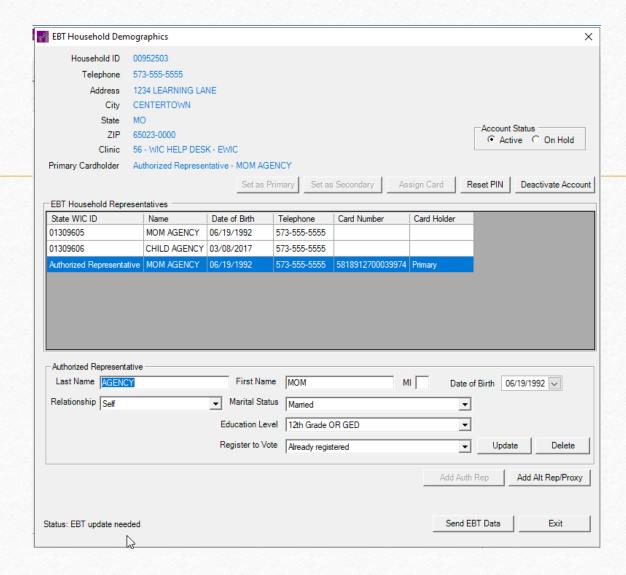
• The last step to complete is to click 'Send EBT Data'











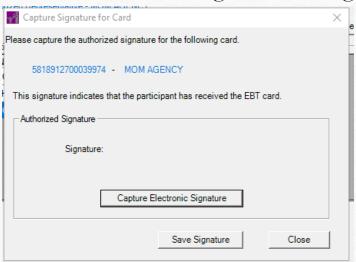








- Now that a card is assigned to the household, MOWINS requires the primary cardholder to sign for acceptance of the card
 - Whomever is responsible for the card during this training will need to sign





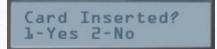






Card Reader/Writer Reminders

• Before any process takes place on the device it must read 'Please Insert card!'



- Device will display 'Card Inserted? 1-Yes 2-No' if sitting idle
 - Can select 'C' for cancel, or 'CLR' for clear to return to the 'Please Insert card!' message



• When entering a PIN, the device can time out if not completed in time









- Insert card into the reader/writer
- Card reader/writer will prompt for <u>new</u> PIN
- ** Use the last four numbers of the card for the PIN











• When setting up the PIN, be sure to select the 'OK' button after the four-digit PIN has been entered



• The PIN entry will need to be repeated and again select 'OK'















• Wait for card reader/writer to state 'Card Updated.' and for the green light to stop blinking

Card Updated.

• Once the device is at the '1- Request Update, 2 – Send Card,' remove the card from the device



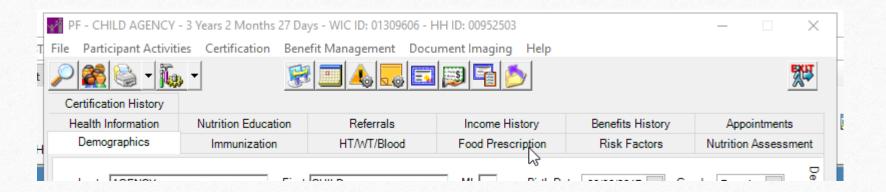






Step 16

• Click on the 'Food Prescription' tab







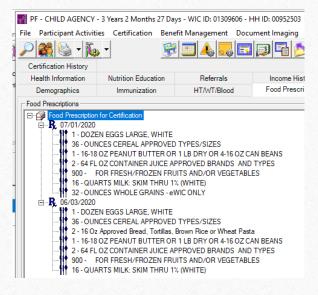




· Add a new food prescription for today's date

• Be sure to remove any food items with upper and lower case letters, as those

are for checks only







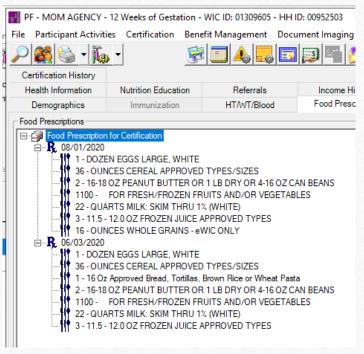




• Close out of this participant folder, and update the food prescription for the

other family member

** Mom has the current month checks











WIC DIRECT

- Allows staff the ability to verify that cards are set up correctly
- Can identify problems that may be associated with the eWIC card
- Provides retailer error messages from card transactions









- Sign into WIC Direct
 - https://moprodweb.cdpehs.com/EBT/LogOn.aspx

Missouri WIC Direct Web User Interface		
LOG ON FORGOT PASSWORD		
📃 👂 LOG ON		
Username * Password *		
LOG ON		
WIC Direct [6.6.1.77] WIC Direct is a trademark of CDP, Inc Print Pa Server Type [Testing / Offline] Current Installation [EBT3] Build Date [5,		









• Once logged in, click on the 'ACCOUNTS' button



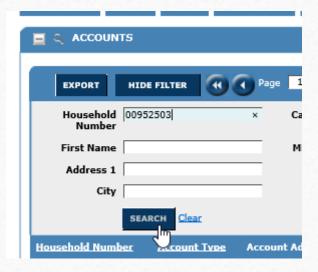








- Search for the household number we are setting up for eWIC
- ** Be sure to include leading zeros



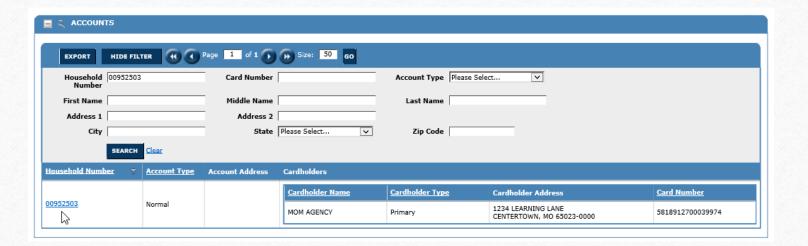








- WIC Direct will locate the Household Number
 - Click on the blue link for the Household Number











WIC DIRECT ACCOUNTS

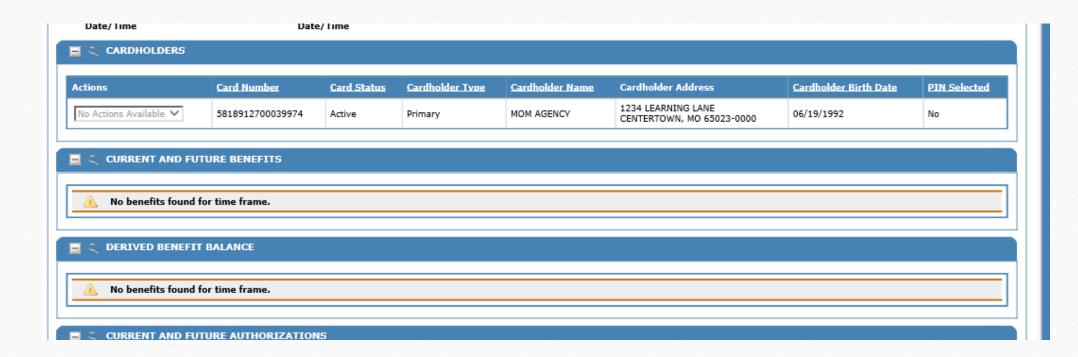
- Identifies households in MOWINS that have had EBT Data sent
- Shows Card Status
- ** Note that at this time no benefits appear with this account











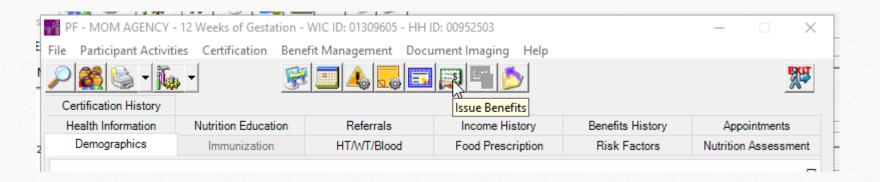








• In MOWINS, select 'Issue Benefits'









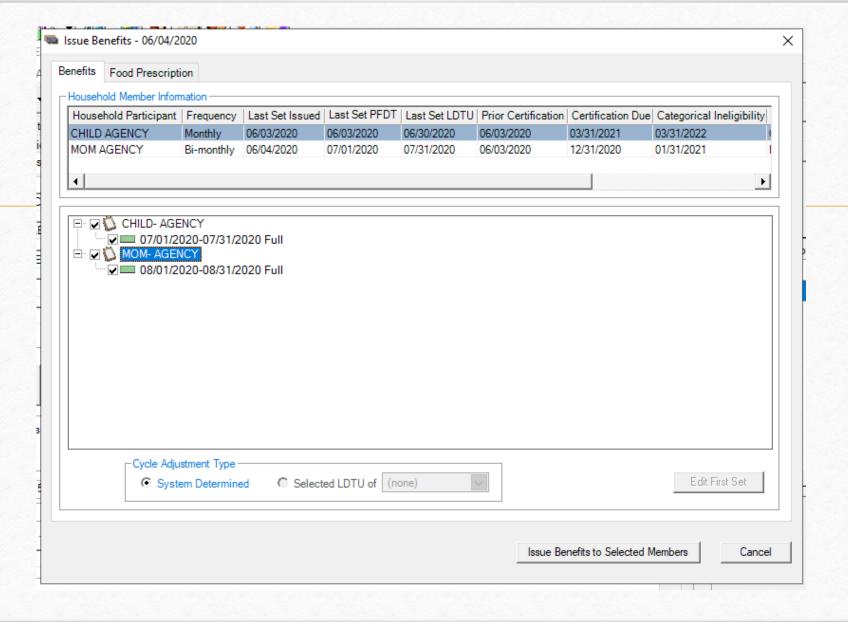


- The Issue Benefits screen will appear
- Notice that one participant does not have the current month's benefits available, as those were issued by check
- Select 'Issue Benefits to Selected Members'

















- The Aggregated Issuance for EBT Account screen appears
- Preview all benefits being issued for the current and future months
- Status shows benefits issued to each participant
- Current Status shows 'Awaiting Command'
- Verify food prescriptions, and select 'Send EBT Data'







🖴 Aggregated Issuance for EBT Account



Electronic Benefits

July: 07/01/2020 thru 07/31/2020			
	MOM AGENCY	CHILD AGENCY	HOUSEHOLD TOTAL
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	0.00	4.00	4.00
03-000 - Dozen Eggs - Large White	0.00	1.00	1.00
05-000 - Ounces Cereal - Approved Types/Sizes	0.00	36.00	36.00
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	0.00	1.00	1.00
54-000 - 64 oz Container Juice- Approved Brands & Types RTU	0.00	2.00	2.00
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	0.00	9.00	9.00
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	0.00	32.00	32.00

August: 08/01/2020 thru 08/31/2020	August: 08/01/2020 thru 08/31/2020										
	MOM AGENCY	CHILD AGENCY	HOUSEHOLD TOTAL								
52-000 - Gallon(s) Milk - Skim Thru 1% (White)	5.50	0.00	5.50								
03-000 - Dozen Eggs - Large White	1.00	0.00	1.00								
05-000 - Ounces Cereal - Approved Types/Sizes	36.00	0.00	36.00								
06-000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	2.00	0.00	2.00								
19-000 - Dollars Fresh/Frozen Fruits and/or Vegetables	11.00	0.00	11.00								
53-000 - 11.5-12 oz Frozen Juice - Approved Brands & Types	3.00	0.00	3.00								
16-000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	16.00	0.00	16.00								

Status Awaiting Command

d TWIC HELP DESK - EWIC

Service Site Redemption

CHILD AGENCY

Quantity: 0 Redeem

Print Shopping List Send EBT Data

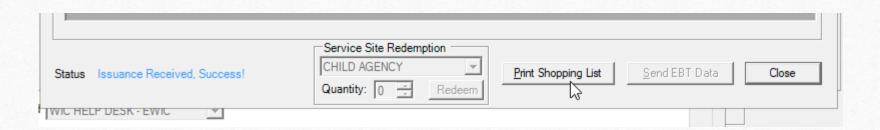
Close







- Status will now show 'Issuance Received, Success!'
- Select 'Print Shopping List'



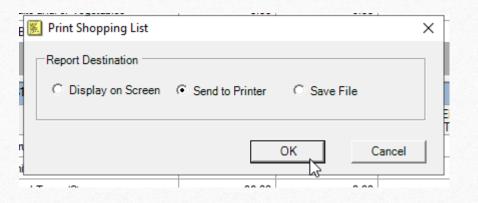








- Staff can 'Display on Screen' and edit information on the print out if needed, or
- Select 'Send to Printer'
 - · Click 'OK'











• To exit the Aggregated Issuance for EBT Account screen, select 'Close'

Status Issuance Received, Success!	Service Site Redemption CHILD AGENCY Quantity: 0 Redeem Redeem Redeem Redeem	e J
IVVIC HELP DESK - EVVIC		









WIC DIRECT

- Go back to the 'ACCOUNTS' button, and research for the household
- Click on the Household Number link
- WIC Direct now previews benefits issued

EXPORT	Page 1 of	1 Size: 50 Go		
Benefit Perio	d 7/1/2020 - 7/31/2020 N			
	SEARCH			
<u>iystem</u>	Unique Benefit ID	Category	Subcategory	Quantity
PIRIT (MO)	1158	03 - EGGS	000 - Dozen Eggs - Large White	1.00 DOZ
PIRIT (MO)	1158	05 - BREAKFAST CEREAL	000 - Ounces Cereal - Approved Types/Sizes	36.00 OZ
PIRIT (MO)	1158	06 - LEGUMES	000 - 16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean	1.00 CTR
PIRIT (MO)	1158	16 - BREAD/WHOLE GRAINS	000 - Ounces Bread Tortillas Brown Rice OR Wheat Pasta	32.00 OZ
PIRIT (MO)	1158	19 - FRUIT & VEGETABLE CASH VALUE BENEFIT	000 - Dollars Fresh/Frozen Fruits and/or Vegetables	9.00 \$\$\$
PIRIT (MO)	1158	52 - MILK - REDUCED FAT	000 - Gallon(s) Milk - Skim Thru 1% (White)	4.00 GAL
PIRIT (MO)	1158	54 - JUICE - 64 OZ	000 - 64 oz Container Juice- Approved Brands & Types RTU	2.00 CTR









TRANSACTIONS

• At the bottom of the Account Details page, select the blue 'Transactions' link

CHROCHT AND CHTHOS AUTHORIZATIONS	1
☐ ○ CURRENT AND FUTURE AUTHORIZATIONS	
EXPORT Page 0 of 0) Size: 50 GO	
Benefit Period 🔽	
UPC/PLU Vendor MIS Number	
SEARCH Clear	
No authorizations found matching filter criteria.	
BENEFITS Transactions Print Benefit Balance Back	
WIC Direct [6.6.1.77] WIC Direct is a trademark of CDP, Inc Print Page Session ID [3bvflwakzkwyogdbizcppy1t] Refresh Session [Expires 11:36 AM]	Time Zone Central (CST) V DST
Server Type [Testing / Offline] Current Installation [EBT3] Build Date [5/20/2020 10:17:35 AM]	









TRANSACTION ACTIVITY

- This page will show all activity associated with this household card number
- At the bottom of the page will be a transaction number for each activity
- Notice that 'Adjust Benefits' has a 'Status' of Pending

Acc	ount ID									
SEARCH Clear TRANSACTIONS										
HGTN	STAN	Host y	Local	<u>System</u>	Household/Type 🍸	<u>Card</u>	<u>Vendor/Clinic</u>	Туре	<u>Status</u>	Action Code
35466		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approved.
<u>35465</u>		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Pending	000 - Approved.
<u>35464</u>		06/04/2020 11:10:46 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion	1/2	000 - Approved.
35463		06/04/2020	06/04/2020	SPIRIT (MO)	00952503	5818912700039974	11/ - 56	Adiust Benefits	Pendina	000 - Approved.









MOST IMPORTANT STEP

- Once benefits have been issued, put the card back into the reader/writer device
- Device will request to 'Please enter PIN'
 - Enter PIN
 - Click 'OK'











CARD UPDATED

- Wait for the 'Card Updated.' message to appear
- The green light on the card reader/writer should stop blinking
- eWIC card is loaded with benefits

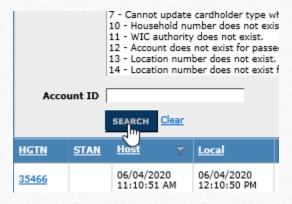








- Verify that Adjust Benefits shows a status of Confirmed
- To refresh the WIC Direct screen click on 'Search'











<u>GTN</u>	STAN	Host 7	<u>Local</u>	<u>System</u>	Household/Type ▼	<u>Card</u>	<u>Vendor/Clinic</u>	Туре	<u>Status</u>	Action Code
5470		06/04/2020 11:23:22 AM	06/04/2020 11:25:17 AM	SWEM-SC (MO)	00952503 Normal	5818912700039974	3/ - 0	Confirm Smart Card Update		000 - Approved
469		06/04/2020 11:23:19 AM	06/04/2020 11:25:13 AM	SWEM-SC (MO)	00952503 Normal	5818912700039974	3/ - 0	Card Present	Confirmed	000 - Approve
468		06/04/2020 11:22:55 AM	06/04/2020 11:24:50 AM	SWEM-SC (MO)	00952503 Normal 5818912700039974 3/ - 0 Confirm Smart Card Update			000 - Approve		
467		06/04/2020 11:22:38 AM	06/04/2020 11:24:32 AM	SWEM-SC (MO)	00000000000000000000000000000000000000	5818912700039974	3/ - 0	Card Present	Confirmed	000 - Approve
466		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal 5818912700039974 11/ - 56 Confirm Message Complete		Confirm Message Completion		000 - Approve	
<u>465</u>		06/04/2020 11:10:51 AM	06/04/2020 12:10:50 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Confirmed	000 - Approve
464		06/04/2020 11:10:46 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion	<i>γ</i>	000 - Approve
463		06/04/2020 11:10:45 AM	06/04/2020 12:10:37 PM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Adjust Benefits	Confirmed	000 - Approve
462		06/04/2020 10:25:33 AM	06/04/2020 11:25:31 AM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Confirm Message Completion		000 - Approve
461		06/04/2020 10:25:33 AM	06/04/2020 11:25:31 AM	SPIRIT (MO)	00952503 Normal	5818912700039974	11/ - 56	Add Cardholder	Confirmed	000 - Approve









ACCOUNT BALANCE

- Go to Customer Service and request an Account Balance
- Compare this print out to the Shopping List









TIME TO SHOP

- Only buy shelf-stable food items that are low in cost
- Attempt to buy a non-WIC item
- Use the food items for education purpose in the clinic
 - Otherwise, return the foods to Technical Assistance staff
 - Do **NOT** give foods to participants or use for personal use











WIC RECEIPTS

- 1st Account Balance
- 2nd List of food items being purchased for WIC
 - This list is what is to be confirmed
- 3rd Ending Account Balance
- ** If non-WIC items are bought, separate receipts will print for those items









PURCHASES

- Watch the account, to see the purchase come back in through WIC Direct
- For details, click on the HGTN blue link

SEARCH SEE											
HGTN	STAN	Host 🔻	Local	System	Household/Type	Card	Vendor/Clinic	Туре		<u>Status</u>	Action Code
135771 Jm	11213	06/03/2020 10:07:58 PM	06/03/2020 10:07:58 PM	WIC Direct	00748953 Normal	581891210	0003008/0003008 - GERBES STORE #125	Purchase Requ	uest		000 - Approved.
		06/03/2020	06/03/2020		00421127						

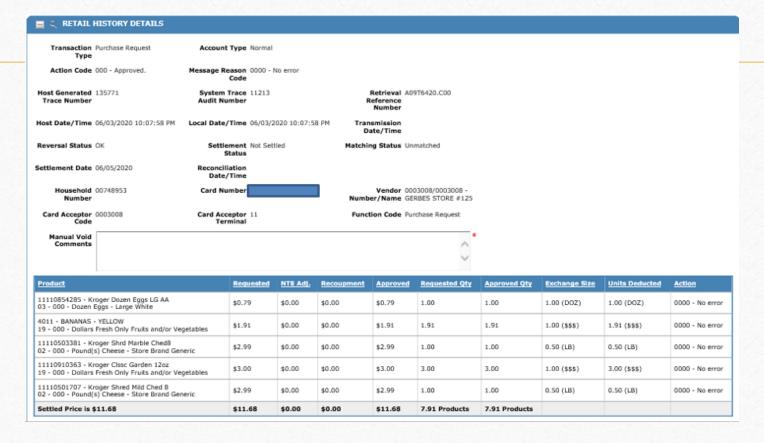








RETAIL HISTORY DETAILS











Card Issues at Stores

• WIC Direct will provide a 'Message Reason Code' description when a card transaction fails to work at a store

Transaction Type	Purchase Request	Account Type	Compliance		
Action Code	002 - Approved for partial amount.		5712 - PIN presentation failure		
Host Generated Trace Number	151093	System Trace Audit Number	2006	Retrieval Reference Number	A0CV6G20.C00
Host Date/Time	06/15/2020 03:26:00 PM	Local Date/Time	06/15/2020 03:26:00 PM	Transmission Date/Time	
Reversal Status	OK	Settlement Status	Not Settled	Matching Status	Unmatched









Transactions

- Retailer transactions can take up to 48 hours to appear in WIC Direct
- Form for problem shooting retailer and card issues



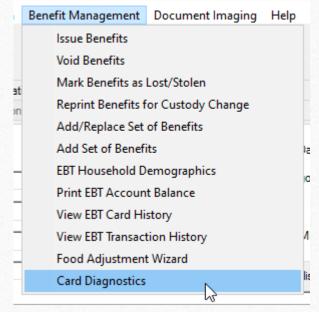


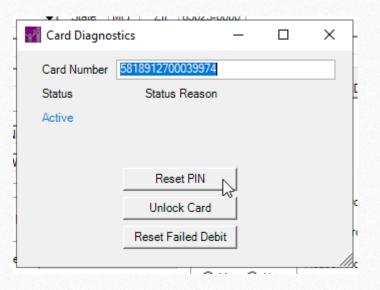




Reset PIN

• Resetting a PIN should be completed in Card Diagnostics













Deactivating eWIC Card

- After shopping experience is complete, return to the WIC Help Desk eWIC Agency in MOWINS
- Under Benefit Management menu, select 'EBT Household Demographics'
- Click on 'Deactivate Account'
- Select 'Send EBT Data'









